

Privacy Notice

This privacy notice explains how your personal data will be processed when you visit a website or use a mobile application ("app") managed by the Jamaica International Financial Services Authority, an agency of the Ministry of Industry, Investment and Commerce. It details how your data is used, shared, and how you can contact us regarding your personal data.

The types and purposes of data processing vary based on the services offered by the website or app. For instance, the way we collect your data differs if you are signing up for an event versus subscribing to a newsletter.

DATA CONTROLLER	The Jamaica International Financial Services Authority (JIFSA) is responsible for processing personal data, determining its use and processing within the Jamaican jurisdiction.
DATA PROTECTION OFFICER	You can contact the Data Protection Officer at: dataprotectionofficer@jifsa.gov.jm
CATEGORIES OF PERSONAL DATA	<ul style="list-style-type: none"> + Contact Information: Name, email, phone number, address. + Account Management Data: login credentials, permissions and associated account actions (such as when your account is created, when you log in, add information, request a service and any changes to your account.) + Personal Details: gender, place of birth, date of birth. + Communication Data: Records of your correspondence and communications with us (e.g., emails, letters, phone calls, meeting notes). + Complaint/Investigation Data: Details of complaints made by or against you, information gathered during investigations, evidence provided, and outcomes. + Usage Data: Information about how you use our website, products, and services. + Payment Information: Bank account details and other verification data. + Media: Images, photos, videos, etc. + Preferences: Personal preferences and related information. + Technical Data: IP address, based on cookie preferences, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website or systems.
DATA SOURCE	<ul style="list-style-type: none"> + Direct Interactions: When you apply in person for a service, when we carry out events, respond to a consultation, communicate with us by post, phone, email, or through our website and forms. + Automated Technologies or Interactions: As you interact with our website, we may automatically collect technical data about your equipment, browser actions, and patterns. We collect this personal data by using cookies and other similar technologies. Please see our Cookie Policy/Notice for more details. + Third Parties or Publicly Available Sources: Other government departments, public bodies, or regulatory authorities.

PURPOSE OF THE PROCESSING	LEGAL BASIS	DATA RETENTION
Responding to information requests	Legitimate interest for research and business development Consent (optional and revocable)	For up to seven (7) years. This will then be anonymised and archived until consent is withdrawn or processing for a specific process is completed.
Direct marketing communications (e.g. surveys/newsletters)	Consent (optional and revocable)	Until consent is withdrawn
Managing Events/Expo registration	Execution of a contract	Until you object to processing, account lifetime, or per applicable legal requirements (for example, in cases of legal obligations pursuant to fraud.)
Profiling for personalised communications	Consent (optional and revocable)	Until consent is withdrawn
Website/app optimisation	Legitimate interest in protecting and improving our site(s); for necessary cookies; consent for optional cookies	Varies per cookie (see cookie policy)
Process your requested service(s)	Execution of a contract, Legitimate interest in providing a valid and relevant service to our clients, and to continue to improve our products and services. Consent (optional and revocable)	For a minimum of seven (7) years
Evaluating customer satisfaction	Legitimate interest for research and development Consent (optional and revocable)	For up to two (2) years.
Compliance with legal requirements (e.g. payments)	Legal obligation Consent (optional and revocable)	As required by applicable law and regulations.

Personal data may also be used for other purposes, with specific notice and consent obtained, as necessary. Data will be deleted, destroyed, or anonymised once the retention periods expire. You have the right to withdraw consent at any time. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

NATURE OF DATA PROCESSING	Your data is voluntarily provided. Refusal to provide necessary information may result in an inability to deliver the requested service(s). Some technical information may be collected automatically. Personal data may be used without consent when legally required or anonymised.
RECIPIENTS OF PERSONAL DATA	<p>Data may be processed by external entities, including public authorities and professional firms, for administrative or institutional purposes. Personal data might also be shared with service providers, and the Ministry of Industry, Investment and Commerce network members, all of whom are bound to protect your data.</p> <p>Third parties processing your data may include:</p> <ul style="list-style-type: none"> + Maintenance service providers for websites and systems + Ministry's Agencies and Departments + Ministry's partners

	<ul style="list-style-type: none"> + Other regulatory bodies (both national and international, where there is a cooperation agreement or legal basis to share information for regulatory purposes.) + Courts and tribunals + Law enforcement agencies (e.g., the police or other security and intelligence services for the prevention and detection of crime or national security purposes) + Service providers (Third-party organisations that provide services on our behalf (e.g., IT support, cloud hosting, email service providers, event support and reception service providers, document management, research services, financial transactions). We have contracts in place with our data processors requiring them to protect your data and only process it according to our instructions.) + Event support and reception service providers <p>These third parties do not retain, share, or use personal data beyond their service purpose. Aggregated demographic data, not linked to individual identities, may be shared with partners.</p> <p>Your data could be processed in other jurisdictions. These parties do not retain, share, or use personal data beyond the defined purpose of fulfilling the service. We share only aggregated demographic data with our partners. This data is not linked to the identity of any individual user.</p> <p>Where third-party cookies are installed (with your consent), your data may be processed by third parties to whom the data is communicated. On our website, you may encounter links to other websites. Be aware that we are not responsible for the content or privacy practices of these other sites. We encourage all users to read the privacy notices of any other sites that collect your personal data.</p>
DATA TRANSFER	If you are visiting https://www.miiic.gov.jm , your personal data could be processed in the United States.
DATA RIGHTS SUBJECTS'	<p>You have the right to:</p> <ul style="list-style-type: none"> + Request access to your data. + Correct inaccurate data. + Request deletion of data without a legitimate processing need + Object to data processing. + Request data transfer. + Opt out of contact at any time. + Express concerns about data use <p>Contact us at: Email: dataprotectionofficer@jifsa.gov.jm Subject: Data Subject Request Phone: 876-978-7755 / 876-978-2190 Address: Jamaica International Financial Services Authority 1st Floor, JAMPRO Building, 18 Trafalgar Road, Kingston 10</p>
RIGHT TO LODGE A COMPLAINT	If you believe your data has been processed unlawfully, you have the right to lodge a complaint with the Office of the Information Commissioner.
AUTOMATED DECISION-MAKING	Your data will not be subjected to automated decision-making that negatively affects you.
UNDERSTAND CUSTOMER BEHAVIOUR	We use publicly available personal information to make marketing decisions based on aggregated customer preferences and behaviour. Social listening tools help us analyse public data on social networks for strategic insights.
DOCUMENT VERSION	<p>Last updated: June 2025 Version: 0.0 For any changes to this notice, refer to our website.</p>

Data Processing Security				
Data is protected with security measures, including but not limited to:				
<ul style="list-style-type: none"> + Encryption + Role-Based Access Control + Password Protection + Physical Security Measures (e.g. surveillance equipment) 				
DATA PROCESSING REGION				
REGION	COMPANY	ADDRESS	DATA CATEGORY	PURPOSE
Caribbean	Ministry of Industry, Investment and Commerce (MIIC)	Corporate Address: 4 St. Lucia Avenue, Kingston 5	Customer Data	Collection and storage of waiver information and contact information.
Caribbean	Jamaica International Financial Services Authority	Corporate Address: 1 st Floor, JAMPRO Building 18 Trafalgar Road, Kingston 10	Customer Data	Collection and storage of waiver information and contact information.
North America	Microsoft Corporation	Corporate Address: One Microsoft Way, Redmond, Washington, USA 98052-6399 60 Knutsford Boulevard, PanJam Building, Kingston 5	General	Facilitate daily processes.